

DigiChat

frequently asked questions

What is DigiChat?

DigiChat is an advanced Java-based client/server chat program, which has been designed specifically for integration with your existing Web presence. As a Web developer, Internet provider, or corporate/educational webmaster, you will benefit from DigiChat because it is a turn key solution and does not require that your visitors download special chat software to interact in your chat rooms. DigiChat brings a host of impressive interactive capabilities to your Web presence making it more than just a site. It becomes a living, breathing destination that your visitors will return to again and again. DigiChat will simply set you apart from other venues by offering visitors a variety of collaborative tools for one-on-one messaging, group chat and even moderated events where guest speakers or celebrities take center stage. DigiChat gives you the tools to make your site what you want it to be. Sites that incorporate chat technologies such as DigiChat create an online community that promotes site stickiness. Site stickiness is extremely important since the more time that people stay on your site, the more likely they will perform the action that you desire (buy something you offer, register for membership, etc).

On which platforms will DigiChat run?

DigiChat runs on any Java-enabled platform or browser. Windows 2000/NT/ME, Mac OS X Server, Linux and Solaris are some examples of operating systems on which DigiChat can be installed seamlessly.

Please note: While DigiChat is indeed versatile in this aspect, some advanced features will only work on certain platforms/browsers due to JVM limitations on those platforms. Please speak with a Digi-Net Sales Representative for details.)

Will DigiChat work with a membership database? (Single Sign-on)

Yes, DigiChat supports many parameter tags that advanced users may use to pass information from a membership database into the DigiChat Client. This is useful for maintaining access control to a site or possibly allowing members to obtain and update their personal account information. The amount of latitude you give your visitors is entirely up to you. Using almost any scripting language (Cold Fusion, Active Server Pages, PHP, or CGI), you can easily integrate DigiChat into your site's existing membership system, or set up a new membership system. We call this feature Single Sign-on since it allows your members to login to your site and instantly enter a DigiChat chatroom with their unique username and profile information (as pulled from your membership database).

I don't have my own server, how do I add DigiChat to my site?

Opening a DigiChat chat hosting account is the easiest way to add a superior chat software to your web site while ensuring the highest degree of customer support and hands-off peace of mind. A chat hosting account allows you to fully benefit from the traffic-building appeal of DigiChat without the headaches and hassles commonly associated with running and maintaining traditional Internet servers.

A DigiChat Hosting Account integrates seamlessly into your current Web site (no matter where it is hosted). In fact, to the rest of the world, it looks like you're running your own dedicated chat server. Our URL never appears in the your visitor's browser window!

Does DigiChat support foreign languages?

Yes; DigiChat offers full support of English plus 18 foreign languages, and we are always adding more! Currently, we offer Spanish, Portuguese (Brazil and Portugal), French, Chinese (Big 5), Danish, Dutch, Finnish, German, Greek, Icelandic, Italian, Korean, Norwegian, Swedish, Turkish, Arabic and Russian. If your preferred language is not available, please contact us to discuss how we may work together to complete new translations!

What is the DigiChat Commander?

The Commander facilitates instant access to a site for the purposes of sending commands, scripting and automating many server tasks. It offers real-time reporting of the number of sites, rooms and users on a given server, as well as a number of other highly configurable statistics. The Commander can be used to integrate DigiChat seamlessly into your Web site or Web application. You can integrate the DigiChat Commander into any number of applications (due to its Java-based core) or servlets to remotely administer your DigiChat chat server or schedule repetitive tasks. Alternatively, incorporate DigiChat Commander into your site using a variety of server-based scripting languages (php, perl, etc.) to show real-time data or integrate with an existing membership database. DigiChat Commander is included on select licenses and dedicated server plans; please consult our pricing guides or your sales representative for details.

What is the DigiChat BOT API?

The DigiChat BOT API is used to allow end users to create their own BOTs or self-contained programs that exist in a DigiChat room available for users to interact with. DigiChat comes with a full BOT API so the possibilities are limited only by your imagination. Some examples of existing BOTs include: Weather BOT, users provide a zip code and the BOT will respond with the local weather report and Translation BOT, where the BOT will translate whatever text the user enters into a the language chosen by the user.

What is the DigiChat Plugin API?

The DigiChat Plugin API allows for third-party code to interact with DigiChat to provide additional features and functionality to your online community. DigiChat Plugins are called directly from the DigiChat interface and allow users to pass data to each other from within the DigiChat framework. This opens up worlds of possibilities for third party developers looking to incorporate DigiChat into a dating site or a gaming site. The possibilities are endless.

What is the Moderated Chat option?

The Moderated Chat module allows you to conduct live, auditorium style moderated chat events. Visitors may interact with a celebrity or other individual who may have specific expertise of relevance or interest to the site offering the chat room. This feature provides for the ability to conduct supervised forums where a Moderator can screen or filter incoming questions or comments to a Guest Speaker. This function equips the Moderator with additional tools, beyond those of the ChatMaster, to ensure smooth flow and appropriate conduct.

With the Moderated Chat module, you can host a celebrity chat event with your users connected from around the world, your moderated connected from his/her home and the guest speaker (or his/her representative) connected from his/her summer beach house. Full support is included for multiple Moderators or Guest Speakers. Moderated Chat is available on select DigiChat chat hosting plans and server licenses; please consult our pricing guides or your sales representative for details.

How many users can DigiChat support?

DigiChat has been benchmarked supporting thousands of users on modest hardware. There are many factors that influence the speed and load that any chat server can handle. Those factors include the hardware (Processor, RAM, Disk Subsystem), the Virtual Machine and Operating System and the available bandwidth

DigiChat's advanced multithreaded architecture allows it to handle multiple simultaneous requests. In addition, its distributed architecture allows it to offload many tasks to the client permitting it to scale to large numbers of simultaneous connections. As with any multi-user domain environment, the more robust your server and bandwidth, the higher performance you can expect.

Will DigiChat work through firewalls and proxy servers?

All DigiChat licenses and chat hosting plans allow you to customize the ports used, providing your users access through firewalls. Additionally, DigiChat offers HTTP Tunneling functionality on select server licenses. This feature allows your chatters to use DigiChat from behind protective proxy servers. It is important that you understand the proper configuring of server ports in order for this feature to perform optimally. To ensure proper performance of DigiChat, please refer to the product documentation or consult a DigiChat support representative. NOTE: Some advanced features such as Audio chat (voice) or Video chat (web cam chat) make use of UDP ports for proper operation and as such are NOT tunnelled. Please configure your firewall so that such advanced features will work without interruption.

Once I sign up, how long does it take for my order to be processed?

Most orders are processed within 24 hours. Exceptions may apply to orders placed after business hours or on National (USA) holidays. Additionally, should your specific needs involve professional services, customizations or installation assistance, you may expect that an appropriate amount of time may be required for our staff to ensure that your site is properly configured.

What type of customization can I do to my DigiChat chat site?

Once you purchase a license to DigiChat or open up a chat hosting account, you can fully customize your DigiChat so that it is functionally, graphically and promotionally consistent with your Web site's focus. Customizations include the ability to modify the advertisements, banners, icons, color schemes, complete skins, logos, as well as to add as many rooms as you wish, create locked rooms, create ChatMonitor administrators, and much more. Take a look at our gallery of DigiChat interfaces for examples of how DigiChat can be customized to your site. Our Professional Services Division can advise you on an array of options to customize and personalize your chat program. Speak to a sales representative for more information.

How often are upgrades made available?

DigiChat is upgraded several times a year to not only address issues of compatibility that may arise as the browsers and operating systems evolve, but also to enhance the product's performance and stay at the leading edge of chat software technology. We receive customer feedback daily requesting specific features or product enhancements. It is impossible to incorporate all requests, but we do take the most requested features and build them into subsequent product releases. If a specific unreleased feature is important to your business, consult a DigiChat sales representative about customization services available through our Professional Services Division.

How am I billed?

That depends upon whether you purchase a chat hosting plan or a server license. If you are a hosting customer, you will be automatically billed for your service at the start of each quarter or year (depending upon the payment option you choose). If you are purchasing a license, it is a one-time payment, which includes one year of our Annual Service Plan (ASP). Our ASP (which allows for free product support, upgrades and maintenance releases) is automatically renewed each year thereafter unless you decline it.